

Come Play the Parks!



Ontario Multi-year Accessibility Plan

Revised May 1, 2021

Victoria Park Golf Club is committed to implementing, maintaining and enhancing accessibility with respect to employment, and the use of all goods and services, for all persons with disabilities, in a timely manner.

Victoria Park Golf Club shall use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- Goods and services will be provided in a manner that respects the dignity and independence of persons with disabilities;
- Persons with disabilities will be given equal opportunity in the employment cycle and to obtain, use and benefit from goods and services.

Accessibility for Ontarians with Disabilities Act, 2005

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) became law on June 13, 2005. It builds on progress made under the Ontarians with Disabilities Act, 2001, to create an accessible Ontario by 2025.

Under the legislation, the government of Ontario has developed mandatory accessibility Standards that identify, remove and prevent barriers for persons with disabilities in key areas of daily living. The Standards apply to private and public sector organizations across Ontario.

The Act includes Accessibility Standards in:

- Customer service
- Information and communications
- Employment
- Transportation
- Built environment

Customer Service Standard

The first Standard required compliance by January 1, 2012. Under the [Ontario Regulation 429/07, Customer Service Standard](#) Victoria Park Golf Club created a policy and outlined our commitment to all aspects of the Standard which included:

- Dealing with service animals and support persons
- Providing notice of service disruption
- Ensuring an accessible feedback process
- Providing for the use of assistive devices and alternate formats
- Training employees on the Standard and how to effectively communicate and interact with persons with disabilities.

Victoria Park Golf Club met all of the requirements and submitted a Compliance Report to meet the deadlines.

Integrated Standards

The [Ontario Regulation 191/11, the Integrated Accessibility Standards](#) became law on July 1, 2011, with compliance deadlines ranging from January 2012 to January 2021. It combines three Standards: [Employment](#), [Information and Communications](#), and [Transportation](#) and outlines 'General' requirements.

Actions

The table below outlines our initiatives in response to the Standards and compliance deadlines:

Action	Standard	Deadline
A policy on the Customer Service Standard was created on December 4, 2012 outlining our response to all aspects of the Standard.	Customer Service Standard	April 3, 2013 COMPLETED
All existing employees were trained on how to interact with persons with disabilities through a presentation facilitated by people managers.	Customer Service Standard	April 2013 COMPLETED

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Upon hire, all new employees must participate in training on the AODA and the Customer Service Standard.	Customer Service Standard	April 2013 Ongoing
Information about emergency response plans is available to customers and employees with disabilities.	Integrated Standards - Information and Communications	January 1, 2013 COMPLETED
Employees with disabilities will be provided with individualized emergency response information when necessary.	Integrated Standards - Information and Communications	Ongoing
The AODA policy was revised in November 2014 to include the policy and procedures to meet the requirements of the Integrated Standards.	Integrated Standards - General	December 1, 2014 COMPLETED
Victoria Park Golf Club will ensure that all new internet websites and web content conform with WCAG 2.0 Level A.	Integrated Standards - Information and Communications	January 1, 2014 Ongoing
Access to Victoria Park's Accessibility policy and resources, the AODA and the Standards are and will continue to be available for employees on https://victoriaparkgolf.com	Customer Service and Integrated Standards	December 31, 2014 Ongoing
The section on Accessibility on Victoria Park's public website victoriaparkgolf.com will be updated with a copy of this multi-year plan.	Integrated Standards - Information and Communications	December 31, 2014 COMPLETED
Access to this multi-year plan and customer feedback information will be available on our public website victoriaparkgolf.com	Customer Service and Integrated Standards	December 31, 2014 Ongoing
All employees will be trained on the requirements of the Integrated Standard and the Human Rights Code.	Integrated Standards - General	January 1, 2015 Ongoing
Victoria Park will review its employment practices and revise where needed to ensure that they accommodate for persons with disabilities during the recruitment and assessment processes and when people are hired, as per the Standard.	Integrated Standards - Employment	January 1, 2016 ONGOING

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Victoria Park Golf Club will consult with employees and ensure the accessibility needs of employees with disabilities are taken into account when using performance management and career development.	Integrated Standards - Employment	January 1, 2016 ONGOING
Victoria Park Golf Club will develop individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.	Integrated Standards - Employment	January 1, 2016 ONGOING
All future developed outdoor public eating spaces will include procedures for preventative and emergency maintenance of the accessible elements, and for dealing with temporary disruptions when accessible elements are not in working order.	Integrated Standards – Design of Public Spaces	Ongoing
A plan will be developed and executed to ensure that all internet websites and web content achieve WCAG 2.0 Level AA by 2021.	Integrated Standards - Information and Communications	January 1, 2021

Customer Feedback

Victoria Park Golf Club ensures feedback processes are accessible by providing or arranging for the provision of accessible formats and communication supports upon request.

Feedback from our customers provides Victoria Park with opportunities to learn and improve. Victoria Park recognizes the right of our customers to make a complaint, a compliment or suggest ways to improve our services.

To ensure that the delivery of goods and services to persons with disabilities is provided in an effective and timely manner, customers are invited to provide their feedback in any preferred format including:

- In person at Victoria Park East or Victoria Park Valley Golf Club.
- By telephone at 519-821-2211
- In writing to: Attention: Louise DeCorso, Victoria Park Golf Club, 1096 Victoria Rd. S. Puslinch, Ont., N0B 2J0

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Responding to Feedback

Victoria Park Golf Club will respond either in writing, in person, e-mail and/or by telephone, based on the format requested. They will acknowledge receipt and outline any actions that will be taken in response to the feedback.

Plan Review

This Multi-Year Accessibility Plan will be reviewed by Victoria Park on an annual basis.